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18 UNITED STATES DISTRICT COURT
19 CENTRAL DISTRICT OF CALIFORNIA

20 JORDAN BURGOS, BRIAN
21 DANIELS, and JOSE TEJADA,
22 individually and on behalf of all
23 others similarly situated,

24 Plaintiffs,

25 v.

26 AMERICAN HONDA MOTOR
27 COMPANY, INC., a California
28 corporation,

Defendant.

Case No.

CLASS ACTION COMPLAINT

DEMAND FOR JURY TRIAL

1 **I. INTRODUCTION**

2 1. Plaintiffs Jordan Burgos, Brian Daniels, and Jose Tejada (“Plaintiffs”)
3 bring this action individually and on behalf of all similarly situated persons in the
4 United States (“Class Members”) who purchased or leased a 2022-2023 Honda Civic
5 (“Class Vehicles”) that were designed, manufactured, distributed, marketed, sold, and
6 leased by Defendant American Honda Motor Company, Inc. (“Defendant” or
7 “Honda”). Plaintiffs allege as follows upon personal knowledge as to themselves and
8 their experiences, and as to all other matters, upon information and belief, including
9 investigation conducted by their attorneys.

10 2. In the 1980s, power steering became standard equipment on almost all
11 vehicles sold in the United States. Traditional power steering systems are driven by
12 hydraulic motors that assist the driver in changing the direction of a vehicle’s front
13 wheels by boosting the force initiated by the driver through the steering column and
14 to the rack-and-pinion steering system.

15 3. Over time, power steering systems have become more complex.
16 Although early systems applied the same force regardless of vehicle speed, modern
17 power steering technology applies greater force at low speeds—when more steering
18 boost is needed relative to driver input—and less force at higher speeds. In recent
19 years, automotive manufacturers have replaced hydraulic power steering motors with
20 purely electric power steering (“EPS”) systems. In theory, using EPS systems allows
21 for greater control and modulation in steering assist because the electronic motors
22 provide greater variability and a finer level of steering assist output. EPS systems
23 are also easily integrated into autonomous vehicle control and safety systems.

24 4. Honda produced the first commercially-available EPS system in its 1991
25 Acura NSX, a low-volume high performance sports car. By 1999, however, Honda
26 began implementing EPS technology in mass production vehicles as the technology
27 became less expensive and more widely available.
28

1 5. Beginning in 2016, if not before, Honda knew that many of its vehicles
2 equipped with EPS steering systems, including the Honda Civic, suffered from one
3 or more defects that can cause the Class Vehicles to lose maneuverability
4 unexpectedly (“Steering Defect”).

5 6. The Steering Defect has been documented to occur without warning
6 under various driving conditions causing the Class Vehicles to lose steering control
7 and maneuverability at high speeds. The extreme safety risk posed by the Steering
8 Defect was described by one vehicle owner to the National Highway Traffic Safety
9 Administration (“NHTSA”) as follows:¹

10 Our 2022 Civic Touring started exhibiting weird steering behavior about
11 3000 miles in. With higher speeds, the steering "sticks" and requires
12 slight, but manual force to free it. Usually, the stickiness happens and the
13 car veers slightly to the left, I have to pull right to free the steering wheel
14 again. This is dangerous as it can invite over compensation when
15 correcting the locked steering, at best creates a jerky movement when
16 correcting, at worst, over correction can cause accidents. Honda is not
17 acknowledging this issue.

18 NHTSA ID Number: 11492258 Incident Date September 5, 2022.

19 7. Plaintiffs are informed and believe, and based thereon allege, that despite
20 the obvious safety risks posed by the Steering Defect and notice of the defect’s
21 existence from, among other things, reported defects and malfunctions in other Honda
22 vehicles that use the same or similar EPS systems to those in the Class Vehicles, pre-
23 production testing, numerous consumer complaints, warranty data, and dealership
24 repair orders, Defendant has not recalled the Class Vehicles to repair the Defect, has
25 not offered its customers a suitable repair or replacement free of charge, and has not
26 offered to reimburse all Class Vehicle owners and leaseholders the costs they have
27 incurred relating to diagnosing and repairing the Steering Defect.

28 ¹ Spelling and grammatical errors in consumer complaints reproduced herein remain
as found in the original.

1 8. The Class Vehicles come with a “bumper to bumper” New Vehicle
2 Limited Warranty of 3 years/36,000 miles, whichever comes first (“NVLW”).

3 **II. PARTIES**

4 **A. Plaintiffs**

5 **Jordan Burgos (Virginia)**

6 9. Plaintiff Jordan Burgos is a resident of King George, Virginia. In about
7 November 2021, Mr. Burgos purchased a new 2022 Honda Civic from Hendrick
8 Honda Woodbridge in Woodbridge, Virginia. Prior to purchase, Mr. Burgos spoke
9 with the dealer sales representative about the vehicle, inspected the Monroney sticker
10 posted by Honda on the side of the vehicle and test drove the vehicle. Mr. Burgos
11 was never informed by the dealer sales representative that his vehicle suffered from
12 the Steering Defect and relied upon this fact in purchasing his vehicle. Had Mr.
13 Burgos been informed that his vehicle suffered from the Steering Defect, he would
14 not have purchased it. Mr. Burgos purchased his vehicle for personal, family or
15 household purposes. Mr. Burgos’s vehicle was designed, manufactured, sold,
16 distributed, advertised, marketed and warranted by Honda.

17 10. Mr. Burgos began to experience the Steering Defect approximately
18 seven months after purchasing his vehicle. For example, one day while driving on
19 the highway Mr. Burgos steering wheel got stuck in place, causing him to almost hit
20 another vehicle. Mr. Burgos has experienced the Steering Defect on numerous
21 occasions since the highway incident. In about August 2022 within the coverage
22 period of his NVLW, Mr. Burgos presented his vehicle to Hendrick Honda
23 Woodbridge and complained of the steering problems he was experiencing. The
24 dealership balanced his tires and performed an alignment, but made no repairs to the
25 steering system. Mr. Burgos’ vehicle continues to exhibit the Steering Defect.

26 11. At all times, Mr. Burgos has driven his vehicle in a foreseeable manner
27 and in the manner in which it was intended to be used.
28

1 **Brian Daniels (Maryland)**

2 12. Plaintiff Brian Daniels resides in Rosedale, Maryland. In about February
3 2022, Mr. Daniels leased a new 2022 Honda Civic from Anderson Honda in
4 Cockeysville, Maryland. Prior to purchase, Mr. Daniels spoke with the dealer sales
5 representative about the vehicle, inspected the Monroney sticker posted by Honda on
6 the side of the vehicle and test drove the vehicle. Mr. Daniels was never informed by
7 the dealer sales representative that his vehicle suffered from the Steering Defect and
8 relied upon this fact in purchasing his vehicle. Had Mr. Daniels been informed that
9 his vehicle suffered from the Steering Defect, he would not have purchased it. Mr.
10 Daniels purchased his vehicle for personal, family or household purposes. Mr.
11 Daniels' vehicle was designed, manufactured, sold, distributed, advertised, marketed
12 and warranted by Honda.

13 13. Mr. Daniels began to experience the Steering Defect approximately six
14 months after purchase. On multiple occasions while driving his vehicle straight, Mr.
15 Daniels' steering wheel has become stuck such that it cannot be turned unless jerked
16 with more force than is typically necessary to steer. This delays turning, can result in
17 overcorrection causing the vehicle to swerve in an unintended manner, and impacts
18 maneuverability.

19 14. At all times, Mr. Daniels has driven his vehicle in a foreseeable manner
20 and in the manner in which it was intended to be used.

21 **Jose Tejada (Texas)**

22 15. Plaintiff Jose Tejada resides in Richmond, Texas. In about October
23 2021, Mr. Tejada purchased a new 2022 Honda Civic from Gillman Honda Fort Bend
24 in Rosenberg, Texas. Prior to purchase, Mr. Tejada spoke with the dealer sales
25 representative about the vehicle, inspected the Monroney sticker posted by Honda on
26 the side of the vehicle and test drove the vehicle. Mr. Tejada was never informed by
27 the dealer sales representative that his vehicle suffered from the Steering Defect and
28 relied upon this fact in purchasing his vehicle. Had Mr. Tejada been informed that

1 his vehicle suffered from the Steering Defect, he would not have purchased it. Mr.
2 Tejada purchased his vehicle for personal, family or household purposes. Mr.
3 Tejada's vehicle was designed, manufactured, sold, distributed, advertised, marketed
4 and warranted by Honda.

5 16. In about the fall of 2022, Mr. Tejada's vehicle began to exhibit the
6 Steering Defect. When Mr. Tejada drives straight on the highway, his steering wheel
7 tends to get stuck and becomes very difficult to turn. Mr. Tejada is afraid this will
8 cause an accident due to the impact on maneuverability. In about January 2021 within
9 the coverage period of the NVLW, Mr. Tejada brought his vehicle to Gillman Honda
10 Fort Bend and complained of the problems he was experiencing but was not offered
11 any repair or servicing to correct the issue. Mr. Tejada continues to experience the
12 Steering Defect.

13 17. At all times, Mr. Tejada has driven his vehicle in a foreseeable manner
14 and in the manner in which it was intended to be used.

15 **B. Defendant**

16 18. Defendant, American Honda Motor Company, Inc. is a California
17 corporation with its principal place of business located at 1919 Torrance Blvd.,
18 Torrance, Ca 90501 and doing business in California and throughout the United
19 States.

20 19. Defendant is responsible for the design, manufacture, distribution,
21 marketing, sale and lease of the Class Vehicles.

22 20. Whenever, in this Complaint, reference is made to any act, deed or
23 conduct of Defendant, the allegation means that Defendant engaged in the act, deed,
24 or conduct by or through one or more of its officers, directors, agents, employees or
25 representatives who was actively engaged in the management, direction, control, or
26 transaction of the ordinary business and affairs of the Defendant.

27 **III. JURISDICTION**

28 21. This is a class action.

1 22. This Court has subject matter jurisdiction over this action under the Class
2 Action Fairness Act, 28 U.S.C. § 1332(d). The aggregated claims of the individual
3 class members exceed the sum value of \$5,000,000, exclusive of interest and costs.
4 There are more than 100 Class Members. At least one Class Member is a citizen of a
5 different state than the Defendant.

6 23. This Court has personal jurisdiction over Defendant because it is a
7 California corporation headquartered in Torrance, California, has sufficient minimum
8 contacts with California, and otherwise intentionally avails itself of the markets within
9 California, through the promotion, sale, marketing and distribution of its vehicles, so
10 as to render the exercise of jurisdiction by this Court proper and consistent with
11 traditional notions of fair play and substantial justice.

12 **IV. VENUE**

13 24. Venue is proper in this District because substantial part of the acts and
14 omissions alleged herein took place in this District, Defendant is headquartered in this
15 District, and the Class Vehicles were and are regularly advertised, marketed,
16 sold/leased and serviced in this District through Defendant's network of dealers.

17 **V. FACTUAL ALLEGATIONS**

18 25. For years, Honda has designed, manufactured, distributed, sold, and
19 leased vehicles equipped with EPS systems. Modern Honda EPS systems are variable
20 ratio, meaning that the amount of steering wheel rotation necessary to turn a Honda
21 vehicle's front wheels changes based on the vehicle's speed and other factors.

22 26. Since at least 2016, Honda Civic, Accord, CR-V, and other models
23 equipped with similar variable EPS systems have malfunctioned at a high rate with
24 symptoms identical to those that manifest in the Class Vehicles because of the
25 Steering Defect.

26 27. Plaintiffs are informed and believe, and based thereon allege, that Honda
27 was aware of the Steering Defect prior to manufacturing, marketing, and selling the
28

1 Class Vehicles because earlier Honda Civic and other Honda models experienced an
2 identical and wide-spread malfunction of their EPS systems.

3 28. Honda was aware that EPS systems, similar to the one in the Class
4 Vehicles, in prior Honda Civic, Honda Accord, and Honda CR-V vehicles were
5 malfunctioning and posed a safety hazard. Honda recalled certain Accord, CR-V, and
6 Civic models due to EPS malfunctions and faced an enormous number of consumer
7 complaints detailing the safety risk created by these vehicles' malfunctioning EPS
8 systems. For example, the following NHTSA complaints were made regarding the
9 2016-2021 Civic:

10 **NHTSA ID Number: 11010039 Incident Date July 4, 2017**

11 MY STEERING WHEEL STICKS. WHEN I AM DRIVING STRAIGHT WHILE
12 MAINTIANING A STRAIGHT PATH YOU HAVE TO MAKE STEERING
13 ADJUSTMENTS. IT STICK AND THEN CAUSES ME TO OVER
14 COMPENSATE. WHEN DRIVING AROUND A CURVE I CAN LET GO OF THE
15 STEERING WHEEL AND IT HOLD THE CURVE AND DOESN'T ROLL BACK
16 TOT HE CENTER POSITION LIKE IT SHOULD. I HAVE TAKEN IT TO THE
17 DEALERSHIP AND THEY CANT RECREATE IT SO NOTHING GETS FIX. IT
18 HAPPENS ABOUT 40 PERCENT OF THE TIME. IT HAPPENS WHILE IN
19 MOTION. MY CAR IS STILL UNDER WARRANTY

20 **Incident Date September 2, 2017 NHTSA ID Number: 11024179**

21 STEERING WHEEL STICKS WHILE DRIVING. WHEN I ADJUST THE WHEEL
22 TO MAINTAIN A STRAIGHT PATH OR TAKING A CURVE, THE WHEEL
23 STICKS CAUSING ME TO USE MORE FORCE THAN USUAL TO TURN THE
24 WHEEL. BY USING MORE FORCE TO BREAK THE 'WHEEL STICK', THE
25 CAR TENDS TO OVER COMPENSATE. YOU ARE FORCED TO ALWAYS
26 HAVE BOTH HANDS ON THE WHEEL AND IT MAKES THIS CAR A VERY
27 UNENJOYABLE AND UNSAFE EXPERIENCE TO DRIVE. BROUGHT THE
28 CAR TO A DEALERSHIP, THEY TOLD ME THEY COULD NOT RECREATE
IT. WILL BRING THE CAR TO A DIFFERENT DEALERSHIP, IF THEY
CANNOT RESOLVE THE ISSUE, WILL TRADE CAR IN IMMEDIATELY (CAR
HAS LESS THAN 10K MILES ON IT). I WILL NOT CONTINUE TO HAVE MY
FAMILY DRIVE IN THIS CAR IF PROBLEM CANNOT BE RESOLVED.

Incident Date February 19, 2018 NHTSA ID Number: 11073532

STEERING WHEEL STICKS WHILE DRIVING, CAUSING OVER COMPENSATION, HAS CAUSED ME TO RUN OFF THE ROAD; DRIVING STRAIGHT, 60MPH, INTERSTATE CAR FAILS TO START AFTER DRIVING MORE THAN AN HOUR AND A HALF AT HIGHWAY SPEEDS, BEENCTO DEALER FOR BOTH OF THESE ISSUES AND HAVE HAD NO RESOLUTION.

Incident Date June 14, 2018 NHTSA ID Number: 11104808

I NOTICED THAT THE STEERING WHEEL WOULD START BEING STICKY AT HIGHWAY SPEEDS. . THE POWER STEERING WORKED FINE BUT FOR SUBTLE MOVEMENTS, IT WOULD CAUSE RESISTANCE. THIS WAS MOST FREQUENT WHEN DRIVING OVER AN HOUR AT HIGHWAY SPEEDS. INTERMITTENTLY WILL NOTICE THAT THE WHEEL TENDS TO STICK AFTER IT'S BEEN STRAIGHT FOR A COUPLE SECONDS AND I NEED TO APPLY MORE FORCE TO MAKE A SMALL ADJUSTMENT ON THE HIGHWAY. I DO NOT HAVE THE LKAS. IT SEEMS TO BE AN ISSUE WITH THE ELECTRONIC POWER STEERING.

Incident Date August 18, 2018 NHTSA ID Number: 11132057

THE STEERING STICKS WHEN DRIVING. WHEN DRIVING, EVEN JUST ON A STRAIGHT PATH, YOU HAVE MAKE STEERING ADJUSTMENTS TO KEEP THE CAR IN THE LANE. THE STEERING WILL STICK AND WHEN IT "BREAKS LOOSE,", THE CAR OVERCOMPENSATES AND JERKS. THIS MAKES IT DIFFICULT TO KEEP THE CAR IN THE LANE AND ON THE ROAD. ESPECIALLY WHEN DRIVING ON AN INTERSTATE REQUIRING HIGHER RATES OF SPEED. VEHICLE HAS BEEN TO THE DEALERSHIP TWICE. HOWEVER, TECHNICIANS WERE UNABLE TO "REPLICATE" THE PROBLEM. I MADE THEM AWARE OF SIMILAR COMPLAINTS WITH THE STEERING AND WAS TOLD HONDA WILL NOT ALLOW REPLACEMENT OF THE STEERING RACK WITHOUT REPLICATION OF THE ISSUE FIRST. THE VEHICLE IS UNSAFE. SOMETHING NEEDS TO BE DONE TO ADDRESS THIS ISSUE!

Incident Date July 31, 2017 NHTSA ID Number: 11152111

STEERING WHEEL STICKS WHEN TRYING TO MAKE SMALL ADJUSTMENTS. MUST APPLY ADDED PRESSURE TO GET PAST THE STICK. HAPPENS INTERMITTENTLY, ESPECIALLY WHEN DRIVEN FOR

1 LONGER TIMES AND WHEN THE WEATHER IS HOT. TAKEN TO DEALER
2 SEVERAL TIMES BUT TOLD THEY CANNOT DUPLICATE PROBLEM.

3 **Incident Date February 15, 2019 NHTSA ID Number: 11180380**

4 TL* THE CONTACT OWNS A 2016 HONDA CIVIC. WHILE DRIVING 65 MPH,
5 THE STEERING WHEEL FAILED AND THE CONTACT HAD TO USE FORCE
6 TO STEER THE VEHICLE. THE VEHICLE WAS DRIVEN TO THE CONTACT'S
7 HOME. THE CONTACT SCHEDULED AN APPOINTMENT WITH
8 PENSACOLA HONDA (6675 PENSACOLA BLVD, PENSACOLA, FL 32505).
9 THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE
10 MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 47,510.

11 **NHTSA ID Number: 11180704 Incident Date January 19, 2019**

12 I'M GLAD I FOUND THIS THREAD I HAVE A 2016 HONDA CIVIC EX-T.
13 AFTER I'VE BEEN DRIVING 10 OR 15 MINUTES, MOSTLY ON A HIGHWAY,
14 SUDDENLY THE CAR BEGINS TO VEER SLIGHTLY ONE WAY OR
15 ANOTHER. WHEN I GO TO CORRECT, THE STEERING WHEEL RESISTS. IT
16 "STICKS"

17 UNTIL I APPLY A BIT MORE PRESSURE, AFTER WHICH IT SUDDENLY
18 RELEASES, CORRECTS, AND ACTS NORMAL. MOMENTS LATER
19 HOWEVER, IT VEERS THE OPPOSITE DIRECTION, AND I AM FORCED TO
20 REPEAT THE SAME PROCESS ALL OVER AGAIN. END RESULT IS I BEGIN
21 DRIFTING SLIGHTLY BACK AND FORTH DOWN THE HIGHWAY
22 REPEATEDLY, WHILE FIGHTING WITH A STEERING WHEEL. I FEEL IT IS
23 A MAJOR SAFETY ISSUE, BECAUSE GOING DOWN A 3-LANE
24 INTERSTATE, AND I'M IN THE MIDDLE LANE WITH 2 SEMI TRUCKS ON
25 EITHER SIDE OF ME, THE CAR STARTS VEERING, I GO TO CORRECT AND
26 THE STEERING "STICKS", CAUSING ME TO OVER CORRECT, THERE'S
27 PROBABLY GOING TO BE AN ACCIDENT. I'VE BEEN READING A HONDA
28 CIVIC FORUM, THERE ARE SEVERAL PEOPLE WITH THE SAME PROBLEM
AND COMPANY KNOWS ABOUT THE PROBLEM. THEY REPLACE THE
POWER STEERING ASSEMBLY (PART NUMBER: 53650-TBC-A21 OR 53650-
TBA-A22).

29 **Incident Date January 19, 2019 NHTSA ID Number: 11174933**

30 WHILE DRIVING AT HIGHWAY SPEEDS OVER 65MPH, THE STEERING
31 GETS "STICKY" THE DRIVER HAS TO APPLY EXTRA FORCE TO MOVE THE
32 STEERING WHEEL WHILE DIVING STRAIGHT. THE MINOR STEERING

1 CORRECTIONS THAT WE USE TO KEEP A CAR CENTERED IN A LANE
2 NOW BECOME SOMETHING THAT REQUIRES TWO HANDS BECAUSE
3 ONCE YOU "BREAK" THE STEERING WHEEL FREE, THE CAR OVER-
4 CORRECTS AND YOU NEED BOTH HANDS TO KEEP THE CAR IN THE
5 LANE YOU ARE DRIVING IN. THE FORCE REQUIRED ISN'T A LOT, BUT
6 ENOUGH TO MAKE A LONG ROAD TRIP UNDOABLE.

7 **Incident Date February 28, 2019 NHTSA ID Number: 11196995**

8 THE STEERING STICKS AT HIGHWAY SPEEDS CAUSING THE DRIVER TO
9 OVERCOMPENSATE AND MAKING IT IMPOSSIBLE TO STAY WITHIN THE
10 LANES. ALSO THE STEERING WHEEL DOES NOT GO BACK TO CENTER.

11 **Incident Date March 16, 2019 NHTSA ID Number: 11192708**

12 THE STEERING STARTED 'STICKING' IN PLACE AT INTERSTATE SPEEDS.
13 WHEN DRIVING IT FEELS LIKE THERE'S A CATCH IN THE STEERING
14 WHEEL WHEN YOU TRY TO MAINTAIN A LANE AND YOU HAVE TO TURN
15 THE WHEEL TO THE RIGHT AND THEN LEFT TO STAY IN A LANE. YOU
16 HAVE TO FORCEFULLY OVERCOME THIS STICKING RESISTANCE WHICH
17 CAUSES THE CAR TO VEER TOWARD THE OTHER LANE AND THIS
18 PROCESS IS CONTINUALLY REPEATED AS YOU DRIVE. IT IS A HUGE
19 SAFETY ISSUE BECAUSE IT SEEMS TO WANT TO PUSH ME INTO
20 ONCOMING TRAFFIC ON 2 LANE ROADS. SURPRISED THERE IS NO
21 RECALL BECAUSE I SEE MANY OF THE SAME COMPLAINTS ON NHTSB
22 AND IN ONLINE HONDA FORUMS, THE COMMON RESOLUTION SEEMS
23 TO BE REPLACEMENT OF FACTORY DEFECTIVE EPS HARDWARE.

24 **Incident Date March 26, 2019 NHTSA ID Number: 11191592**

25 AFTER DRIVING FOR APPROXIMATELY 30 MINUTES, STEERING
26 BECOMES ERRATIC. WHEEL TAKES FORCE TO TURN INITIALLY,
27 CAUSING OVER-CORRECTION WHEN TRYING TO DRIVE STRAIGHT. THIS
28 PROBLEM IS CONSISTENTLY REPRODUCIBLE. CAR IS WITH DEALER
NOW TO FIX.

Incident Date March 24, 2019 NHTSA ID Number: 11191192

WHEN DRIVING ON HIGHWAY TODAY AROUND 60 MPH IT FELT LIKE
THE STEERING WAS STICKING ON ME. WHEN I WOULD TRY TO CORRECT
MY STEERING LEFT OR RIGHT IT WOULD FEEL STUCK FOR A SECOND

1 THEN IT WOULD GO. SEEMS VERY DANGEROUS AND NEEDS TO BE A
2 RECALL ON THIS.

3 **Incident Date May 25, 2019 NHTSA ID Number: 11209977**

4 WHILE DRIVING STRAIGHT ON THE FREEWAY THE STEERING STICKS
5 WHILE MAKING SMALL CORRECTIONS TO KEEP THE CAR STRAIGHT IN
6 THE LANE. ITS A CATCHY FEELING CAUSING ME TO OVERCOMPENSATE
7 AFTER IT CATCHES/STICKS. ALSO WHEN SITTING STILL WAITING FOR A
8 STOP LIGHT THE STEERING SEEMS TO JUMP A NOTCH BY ITSELF.

9 **Incident Date July 2, 2018 NHTSA ID Number: 11244251**

10 THE STEERING WHEEL STICKS AT SPEEDS OVER 45MPH AFTER THE CAR
11 HAS BEEN RUNNING FOR ABOUT 45 MINUTES.

12 **Incident Date May 31, 2020 NHTSA ID Number: 11331436**

13 I BOUGHT A 2017 HONDA CIVIC BACK IN DEC OF 2016 AND CURRENTLY,
14 HAVE ABOUT 15,00 MILES ON MY CAR. THE PROBLEM STARTED A FEW
15 MONTHS AGO WHEN I NOTICED THAT THE STEERING WHEEL WOULD
16 START BEING STICKY, STIFF AND JERKY. THE STEERING WHEEL WOULD
17 PULL TO THE RIGHT AND HAVE THIS SUBTLE MOVEMENTS, IT WOULD
18 CAUSE RESISTANCE. THIS WAS NOT FREQUENT BUT THE PROBLEM
19 WOULD SHOW UP OCCASIONALLY. I HAVE REPORTED THE ISSUE TO 3
20 DIFFERENT HONDA DEALERSHIPS WITH NO SOLUTION. I HAVE HAD 2
21 ALIGNMENTS ON MY CAR BUT THAT DID NOT RESOLVE THE PROBLEM
22 EITHER. THE STICK/JERK PULL WOULD START AT ABOUT 30/40 MILES
23 INTO MY DRIVE AND TURNING LEFT OR RIGHT WOULD CAUSE ME TO
24 PULL THE STEERING WHEEL IN THE OPPOSITE DIRECTION. READING
25 CIVIC FORMS, MANY ARE SAYING CIVIC HAS THE EPS RACK SO THAT'S
26 CAUSING THIS JERKY PULL. *TR

27 **Incident Date March 16, 2021 NHTSA ID Number: 11406947**

28 STEERING FEELS LIKE IT STICKS WHILE CAR IS IN MOTION ON
STRAIGHT HIGHWAY OR FAST CITY STREET, REQUIRING EXTRA FORCE
TO CORRECT STEERING, RESULTING IN DANGEROUS
OVERCORRECTIONS. NOT NOTICEABLE WHEN NAVIGATING A CURVE
OR CORNER.

1 **Incident Date November 2, 2021 NHTSA ID Number: 11440137**

2 STEERING WHEEL LOCKED WHILE DRIVING VEHICLE AND WAS
3 UNABLE TO TURN WHEEL. DEALER CONFIRMED STEERING FAILURE
4 CAUSED BY FAULTY ELECTRONIC POWER STEERING MOTOR. DEALER
5 CORRECTED ISSUE BY REPLACING THE ELECTRONIC POWER STEERING
6 RACK.

7 **Incident Date July 1, 2021 NHTSA ID Number: 11423386**

8 WHEN DRIVING ON HIGHWAYS THE STEERING HAS A CATCH/ JERK
9 WHEN MAKING ANY TRACKING MOVEMENT. IT CAUSES A JERK
10 MOVEMENT ANYTIME YOU TRY TO EVEN SLIGHTLY CHANGE YOUR
11 POSITION IN YOUR LANE. NO WARNING LIGHTS ARE SHOWING.

12 **Incident Date March 12, 2022 NHTSA ID Number: 11460747**

13 I BELIEVE THE ISSUE I'M ABOUT TO EXPLAIN IS WITH THE EPS RACK
14 ASSEMBLY. I AM DEEPLY CONCERNED FOR MY SAFETY AND THE
15 SAFETY OF OTHER RIDING IN MY VEHICLE AS IT IS DIFFICULT
16 SOMETIMES TO KEEP THE VEHICLE ON THE ROAD DUE TO THE
17 STEERING STICKING AT RANDOM TIMES. MANY OTHER 2016+ HONDA
18 CIVIC OWNERS ARE EXPERIENCING THIS PROBLEM AS THERE ARE
19 SEVERAL FORUMS CURRENTLY VIEWED ON THE INTERNET
20 DISCUSSING THIS ISSUE. WHEN DRIVING THE VEHICLE, THE STEERING
21 WHEEL "STICKS" IN ONE SPOT WHEN TURNING AND SOMETIMES TAKES
22 A CONSIDERABLE FORCE TO BREAK THE STEERING WHEEL FREE. THIS
23 ISSUE SEEMS TO HAPPEN AFTER THE CAR/ENGINE IS WARM (20-30
24 MINUTES INTO DRIVING). THIS PROBLEM STARTED OUT AS MINOR AND
25 SPORADIC, BUT HAS BECOME MUCH WORSE IN THE PAST MONTH OR
26 SO. I WILL BE MAKING AN APPOINTMENT WITH MY LOCAL HONDA
27 DEALER FOR EVALUATION.

28 **Incident Date November 11, 2022 NHTSA ID Number: 11493452**

STEERING WHEEL LOCKED UP AND COULD NOT STEER. VEHICLE HIT A
GUARD RAIL.

Incident Date January 11, 2023 NHTSA ID Number: 11501363

STEERING IS STICKY AT HIGHWAY SPEEDS WHILE MAKING MINOR ADJUSTMENTS TO STAY IN THE LANE. I SEE MULTIPLE OTHER REPORTS ONLINE AND WITH THE NHTSA ABOUT THIS WITH 2016-2018 CIVICS. IT HAPPENS MOSTLY ON WARMER DAYS AFTER DRIVING A FEW MILES. IT CAUSES OVERCOMPENSATION WHEN MAKING ADJUSTMENTS LEFT OR RIGHT IN THE LANE, WHICH COULD CAUSE THE CAR TO COME OUT OF THE LANE INTO ANOTHER LANE. I DO NOT FEEL SAFE DRIVING MY CAR ON LONG TRIPS ANYMORE. HONDA THINKS IT IS THE ELECTRIC POWER STEERING RACK, AND IT WILL COST OVER \$3000 TO REPLACE! PLEASE INVESTIGATE THIS AND ALL THE OTHER REPORTS OF THIS! IT IS VERY UNSAFE! MAKE HONDA DO A RECALL ON THIS PLEASE! LOOK AT ALL THE OTHER REPORTS ON IT!

Incident Date October 19, 2022 NHTSA ID Number: 11490076

I'M HAVING A PROBLEM WITH MY STEERING. THE STEERING HAS A STICKY AND JERKY FEELING WHEN DRIVING, CAUSING ME TO HAVE TO OVERCORRECT LEFT OR RIGHT WHEN MAKING SLIGHT ADJUSTMENTS TO CENTER. IT IS EVEN WORSE AND MORE DIFFICULT TO MANAGE WHEN DRIVING ON THE HIGHWAY.

Incident Date June 13, 2022 NHTSA ID Number: 11480483

WHEN DRIVING THE STEERING CATCHES AND IS VERY HARD TO TURN CAUSING OVER CORRECTING AND A POTENTIAL SAFETY HAZARD. THE STEERING FEELS LIKE IT STICKS. THE PROBLEM HAS NOT BEEN INSPECTED YET - THE DEALERSHIP WANTS TO CHARGE OVER \$100 JUST TO ASSESS. THERE ARE NO WARNING LAMPS ON IN THE VEHICLE. THERE ARE SEVERAL OTHER REPORTS OF THE SAME PROBLEM IN OTHER HONDA CIVICS. THIS NEEDS TO BE OPENED FOR POTENTIAL RECALL. IT COULD BE VERY DANGEROUS.

Incident Date June 23, 2022 NHTSA ID Number: 11470797

WHEN DRIVING AT HIGHWAY SPEEDS THE STEERING IS STIFF OR NOTCHY WHEN TRYING TO RETURN THE STEERING WHEEL TO CENTER. IT BINDS, THEN BREAKS FREE WHICH CAUSES THE STEERING WHEEL TO MOVE FURTHER THAN INTENDED AND THE CAR TO SWERVE. WE HAVE NOT BROUGHT IT TO THE DEALER FOR THIS PROBLEM YET BUT

1 PLAN TO IN THE COMING DAYS. IT SEEMS THIS IS A VERY COMMON
2 ISSUE AND IN MY OPINION CREATES A DANGEROUS SITUATION AND
3 COULD CAUSE AN ACCIDENT. THE NHTSA SITE ASKS FOR A SPECIFIC
4 DATE BUT IT HAS BEEN HAPPENING REGULARLY FOR QUITE SOME
5 TIME.

5 **Incident Date June 1, 2022 NHTSA ID Number: 11502282**

6 THE STEERING IS VERY STICKY. IT CATCHES MOSTLY TO THE LEFT AND
7 WILL HOLD ITS POSITION TAKING YOU INTO OTHER LANE UNLESS YOU
8 YANK IT BACK. IT STARTED ONLY AT HIGH SPEEDS NOW IT DOES IT ALL
9 THE TIME. CAR SEEMS TO PULL TO LEFT IF YOU HAVE HAND ON WHEEL
10 BUT GOES STRAIGHT IF YOU LET GO. IT WILL CATCH AND DART
11 SHARPLY IN AND OUT OF LANES WITH THE SLIGHTEST MOVE. NOT
12 ENJOYABLE DRIVING AT ALL.THERES BEEN NO WARNING LIGHTS OF
13 ANY KIND. I GOT CAR AT 45000 MILES AND THIS STARTED AT
14 50000.DONT KNOW IF ITS RACK OR STEERING MOTOR BUT IT NEEDS TO
15 BE RECALLED.CAUSES EXTREMELY ERATIC DRIVING.SO DAYS ITS
16 ALMOST UNDRIVABLE.

14 29. Honda had knowledge of these EPS malfunctions in prior Honda Civic
15 models that were reported to NHTSA because it is required by federal law to maintain
16 close contact with NHTSA regarding potential safety defects and monitor NHTSA
17 databases for consumer complaints as part of Honda's ongoing obligation to uncover
18 and report potential safety-related Defects. The Steering Defect here—and the same
19 EPS malfunction experienced in prior Civic models—is a safety-related defect
20 because it increases the likelihood the driver will be involved in an accident when
21 they lose control and are unable to maneuver.

22 30. Upon information and belief, earlier Honda Civic models and the Class
23 Vehicles' EPS systems are the same or similar in all material aspects.

24 31. In addition to Honda's knowledge of the Steering Defect from its
25 experience with similar EPS systems in prior models, its monitoring of complaints
26 regarding EPS malfunctions in the Class Vehicles would have given it knowledge of
27 the Steering Defect very soon after the Class Vehicles were released to the public.
28 Unlike some automotive defects that manifest late in a vehicle's lifespan, the Steering

1 Defect typically reveals itself very early on. Many of the NHTSA complaints
2 regarding the Class Vehicles, for example, are reported with less than ten thousand
3 miles on a vehicle. Honda carefully monitors customer complaints during the early
4 stages of a new vehicle release so that it can respond quickly, remedy safety issues,
5 and facilitate warranty repairs to maintain customer goodwill. Given the number of
6 complaints regarding the Steering Defect so early in the life of the Class Vehicles,
7 Honda, upon information and belief, would have known about the Steering Defect
8 and could have issued a stop sale of the Class Vehicles or implemented a
9 countermeasure to avoid selling Plaintiffs and Class Members vehicles that contain a
10 dangerous defect in their electronically controlled steering systems.

11 32. Examples of NHTSA complaints regarding the Class Vehicles include:

12
13 **Incident Date September 5, 2022 NHTSA ID Number: 11492258**

14 OUR 2022 CIVIC TOURING STARTED EXHIBITING WEIRD STEERING
15 BEHAVIOR ABOUT 3000 MILES IN. WITH HIGHER SPEEDS, THE STEERING
16 "STICKS" AND REQUIRES SLIGHT, BUT MANUAL FORCE TO FREE IT.
17 USUALLY, THE STICKINESS HAPPENS AND THE CAR VEERS SLIGHTLY
18 TO THE LEFT, I HAVE TO PULL RIGHT TO FREE THE STEERING WHEEL
19 AGAIN. THIS IS DANGEROUS AS IT CAN INVITE OVER COMPENSATION
20 WHEN CORRECTING THE LOCKED STEERING, AT BEST CREATES A
21 JERKY MOVEMENT WHEN CORRECTING, AT WORST, OVER
22 CORRECTION CAN CAUSE ACCIDENTS. HONDA IS NOT
23 ACKNOWLEDGING THIS ISSUE.

24 **Incident Date November 18, 2022 NHTSA ID Number: 11494265**

25 NOTCHY OR STICKING OF STEERING WHEEL WHEN DRIVING AND LOW
26 OR HIGHWAY SPEEDS. LESS THAN 8,000 MILES ON THE CAR AND
27 STARTED WITHIN THE LAST 1,000 MILES. ISSUE IS PRESENT WITH AND
28 WITHOUT DRIVING ASSIST FEATURED ENABLED/DISABLED.

Incident Date November 1, 2022 NHTSA ID Number: 11494599

THE ISSUES STARTED AROUND 3000 MILES. WHEN I TURN THE
STEERING WHEEL TO STAY ON THE ROAD AROUND A SLIGHT CURVE,

1 IT WILL NOT NATURALLY RETURN TO THE CENTER AND I HAVE TO
2 MANUALLY PULL IT BACK. IT MAKES IT FEEL LIKE THE CAR IS
3 WANDERING AND IF IT GETS MUCH WORSE IT WILL BE UNSAFE. MY
4 CAR NOW HAS 5500 MILES AND IS EXHIBITING A LIGHT "CATCH" OR
5 STICKINESS WHEN MAKING SMALL ADJUSTMENTS (MOSTLY NOTICED
6 ON THE HIGHWAY). MY DEALERSHIP IS USELESS AND RUDE AND SAYS
7 THAT THEY WILL CHARGE ME A FEE IF THEY DO NOT FIND ANYTHING
8 WRONG WITH THE CAR, EVEN THOUGH IT IS WELL UNDER WARRANTY.
9 MY CONCERNS WERE CONFIRMED BY A MECHANIC SHOP IN MY AREA
10 WHO ACKNOWLEDGED THE STEERING ODDITY.

11 **Incident Date September 10, 2022 NHTSA ID Number: 11494833**

12 SINCE I'VE OWNED THE CAR, WHEN DRIVING ABOVE 40 MPH(WHEN
13 LKAS MAY ENGAGE), WITH LKAS OFF, THE STEERING BECOMES
14 STATICALLY NEUTRAL. . . I. E IN A TURN THE STEERING WHEEL WILL
15 REMAIN IN THE TURNED POSITION WHEN PRESSURE ON THE WHEEL IS
16 REDUCED. IN THIS CASE THE STEERING WHEEL(AS WELL AS THE
17 FRONT WHEELS THEMSELVES) SHOULD STRAIGHTEN OUT AS YOU
18 CONTINUE TO MOVE. THIS IS DANGEROUS. ALSO, AT HIGHWAY SPEEDS,
19 IN ORDER TO MAINTAIN THE CENTER OF YOUR LANE SMALL INPUTS TO
20 THE STEERING WHEEL ARE NORMALLY REQUIRED. IN THIS VEHICLE,
21 THERE IS RESISTANCE TO THESE SMALL INPUTS. WHEN THE FORCE OF
22 YOUR INPUT FINALLY OVERCOMES THE RESISTANCE IN THE STEERING
23 WHEEL THE WHEEL TURNS MORE DRAMATICALLY THAN
24 INTENDED(OVERCORRECTION). THIS IS ALSO DANGEROUS. THIS ALSO
25 OCCURS WITH LKAS OFF. IT'S ALMOST LIKE LKAS ENGAGES THE
26 STEERING COLUMN PREEMPTIVELY ABOVE 40 MPH BUT IN A
27 DANGEROUS MANNER. I HAVE LESS THAN 3000 MILES ON THE CAR.

28 **Incident Date December 13, 2022 NHTSA ID Number: 11497374**

STEERING BECAME DIFFICULT AND UNRESPONSIVE AT TIMES. CAR
BARELY HAS 3000 MILES ON IT. TOOK TO HONDA DEALERSHIP FOR
INSPECTION. THEY TEST DROVE CAR AND I WAS TOLD THE FOLLOWING
NEEDED TO BE REPLACED AND RECOMMENDED LEAVING CAR THERE
FOR REPAIRS. REPAIR RACK AND PINION ASSEMBLY, UPDATE
CONTROL UNIT, UPDATE VSA AND EPS SYSTEMS, ALIGNMENT. 2 WEEKS
TO GET A PART LEAVING ME STUCK HAVING TO PAY FOR A RENTAL
CAR FOR WEEKS.

Incident Date December 1, 2022 NHTSA ID Number: 11495940

IMMACULATELY KEPT AND CARED FOR 2022 CIVIC WITH 8,000 MILES ON IT HAS "STICKY" AND/OR "BINDING" STEERING, WHICH CAME ON OUT OF NOWHERE A WEEK OR TWO AGO. THE PROBLEM IS MORE PRONOUNCED AT HIGHWAY SPEEDS, BUT IS STARTING TO BECOME NOTICEABLE AT RESIDENTIAL STREET SPEEDS (25-35MPH) TOO. I DO NOT FEEL SAFE DRIVING MY LESS THAN YEAR OLD CAR! BROUGHT IT TO THE DEALERSHIP YESTERDAY AND THEY ACTUALLY ACKNOWLEDGED THE PROBLEM AND RECOMMENDED "A WHOLE STEERING GEARBOX REPLACEMENT", WHICH IS UNDER WARRANTY, BUT THE PART HAS AT LEAST A MONTH LEAD TIME. UNACCEPTABLE! MOST DANGEROUS INCIDENT TOOK PLACE WHEN I WAS TURNING ONTO MY STREET AND IN MID-TURN THE STEERING WHEEL GOT STUCK MAKING ME HAVE TO APPLY MORE THAN NORMAL FORCE AND MAKING AN OVER CORRECTION. THANKFULLY, NOBODY WAS AROUND SO I DIDN'T HIT ANYONE, BUT IT COULD HAVE BEEN BAD IF THERE WAS A CAR IN THE OPPOSING LANE.

Incident Date January 29, 2023 NHTSA ID Number: 11504287

STEERING WHEEL BECOMES STIFF AFTER A FEW MINUTES OF DRIVING. IT FEELS STICKY AND IT IS HARD TO MAKE SMALL ADJUSTMENTS WHEN DRIVING IN A STRAIGHT LINE. PROBLEM IS NOTICEABLY WORSE AT HIGHER SPEEDS. THIS HAS BEEN HAPPENING FOR THE LAST TWO MONTHS. CAR HAS ONLY 9000 MILES.

Incident Date January 8, 2023 NHTSA ID Number: 11504088

1700 MILES IN THE ODO . STEERING FEELS AS IF IT GETS STUCK ON HIGH WAY SPEEDS . HAVING TO FORCE IT TO KEEP THE STEERING IN THE CENTER . DEFINITELY NOT NORMAL . STARTED NOTICING IT ABOUT 1500 ON THE ODO ONLY GETTING WORSE. ALMOST FEELS LIKE THE CAR IS NOT ALIGNED . PROPERLY . BRAND NEW CAR NOT STAYING STRAIGHT IS A CONCERN OF STEERING RACK ISSUES . COMMON FOR THIS CAR . SCARED TO REPORT IT TO DEALER THEY ARE ONLY GOING TO SUBMIT PAPERS AND SAY IS COMPLETELY NORMAL . WASTE OF TIME . THIS SHOULD BE A RECALL

Incident Date November 1, 2022 NHTSA ID Number: 11502974

STEERING WHEEL STICKING AFTER 2ND OIL CHANGE 9,000 MILES. ON THE HIGHWAY AND SPEEDS OVER 45MPH THE STEERING WHEEL WILL STICK AND REQUIRE FORCE TO MOVE IT FROM ITS POSITION. IT IS NOT SUBTLE AND SMOOTH LIKE EVERY CAR I'VE DRIVEN BEFORE. A RECALL IS I ORDER FOR THIS STEERING COLUMN. PLEASE LOOK AT ALL THE OTHER SIMILAR COMPLAINTS ON 2022 CIVICS.

Incident Date January 14, 2023 NHTSA ID Number: 11501870

THE STEERING SEEMS TO BE STICKING WELL DRIVING IN A STRAIGHT LINE, AND AS YOU PULL ON THE WHEEL, IT WILL SUDDENLY ALMOST FEEL LIKE IT'S CLICKING THEN MOVE. I HAVE SEEN MANY FORUMS ONLINE OF THE SAME COMPLAINTS AND HONDA IS DOING NOTHING ABOUT IT. THIS IS MY DAUGHTERS CAR AND I WANT IT TO BE SAFE. THAT'S WHY I BOUGHT A NEW ONE. I WAS DRIVING THE CAR LAST NIGHT AND IT'S SEEMS VERY DANGEROUS. THE CAR ONLY HAS 4600 MILES ON IT AND IT'S EXTREMELY NOTICEABLE.

Incident Date January 9, 2023 NHTSA ID Number: 11500905

VEHICLE HAS STICKY STEERING THAT IS NOTICBLE ABOVE 40 MPH AND GETS WORSE AS THE VEHICLE GOES FASTER. IT DOES TAKE CONSIDERABLE EFFORT TO STEER AT HIGHWAY SPEEDS AS THE RESISTANCE MAKES IT DIFFICULT TO NOT OVERCORRECT WHEN STEERING. WHEN LANE KEEP ASSIST IS ON IT CAN ALSO BE FELT THAT IT IS STRUGGLING WITH THE RESISTANCE IN THE STEERING. THIS STARTED AT AROUND 5000 MILES. THE DEALERSHIP STATES THAT IT IS THE STEERING RACK. THERE WAS NO WARNING LAMPS. THERE IS NO TECH SAFETY BULLETIN OR RECALL. THIS IS A KNOWN PROBLEM AND A POTENTIAL SAFETY ISSUE.

Incident Date December 26, 2022 NHTSA ID Number: 11499897

2022 CIVIC SPORT HAS CLOSE TO 2K MILES AND THE STEERING IS STICKY AND REQUIRES FORCE IN THE OPPOSITE DIRECTION TO "UNLOCK". THIS IS HAPPENING WITH OUR 2022 CIVIC TOURING AND NOW THIS NEW SPORT :(IT IS A SAFETY ISSUE WHEN TRYING TO CORRECT THE STUCK STEERING WHEEL, IF OVER CORRECTED, CAN INADVERTENTLY DRIVE INTO ANOTHER LANE UNANNOUNCED. MANY

1 PEOPLE SEEM TO BE HAVING THIS ISSUE. NHTSA PLEASE HELP US!
2 HONDA WON'T ACKNOWLEDGE THIS FAULTY, DANGEROUS ISSUE!!!

3 **Incident Date December 14, 2022 NHTSA ID Number: 11510243**

4 MY CAR HAS ABOUT 24K MILES ON IT AND AT ABOUT 20-22K I STARTED
5 TO NOTICE SOMETHING WRONG WITH THE STEERING. I WAS ON AN OFF
6 RAMP AT ABOUT 45 MPH AND ENCOUNTERED A STEERING
7 OVERCORRECTION THAT I DIDN'T FEEL I CAUSED ON MY OWN
8 WITHOUT ANOTHER FACTOR RELATED TO THE VEHICLE BEING
9 PRESENT. SINCE THEN I HAVE BEEN PAYING MORE ATTENTION TO IT
10 AND HAVE THE FOLLOWING TO REPORT. SO FAR I ONLY EXPERIENCE
11 IT WHEN THE VEHICLE IS HOT OR WARMED UP AND IT FEELS LIKE THE
12 STEERING WHEEL IS STICKING AND THEN WHEN YOU FINALLY GET IT
13 TO BREAK FREE YOU END UP WITH A STEERING OVERCORRECTION OR
14 LIKE A SWERVE THAT YOU DIDN'T INTEND TO CAUSE DUE TO YOUR
NORMAL HUMAN DRIVING INPUTS. THERE IS DEFINITELY SOMETHING
GOING ON HERE, MY CAR DID NOT DO THIS FOR THE FIRST 20K MILES
AND NOW IT'S ESSENTIALLY EVERY TIME I DRIVE IT LONG ENOUGH TO
GET WARMED UP. I HOPE THAT NHTSA IS ABLE TO HELP US OUT HERE.

15 33. In addition to the knowledge of the Steering Defect that Honda would
16 have gained from its experience with similar EPS malfunctions in prior Honda Civic
17 models and from the NHTSA and other complaints made by Class Members
18 immediately after the Class Vehicles' release, Honda would have learned about the
19 Steering Defect during the pre-release process of designing, manufacturing,
20 engineering, and testing the Class Vehicles which would have taken place prior to
21 2021. During this process, Honda, directly and/or through its agents or affiliated
22 companies in the supply chain, necessarily would have gained comprehensive and
23 exclusive knowledge about the Class Vehicles' EPS systems' performance under
24 various operating conditions; the basic engineering principles behind the EPS
25 system's design; the forces and stresses the EPS systems would face; when and how
26 the EPS systems would experience performance problems or fail; and, the cumulative
27 and specific impacts on the EPS systems caused by wear and use, the passage of time,
28 driver habits, and environmental factors.

1 34. An adequate pre-release analysis of the design, manufacturing,
2 engineering and testing of the EPS systems used for the Class Vehicles would have
3 revealed to Honda that the Class Vehicles' EPS systems does not operate properly
4 and is not fit for its intended use. Thus, during the pre-release design stage of the Class
5 Vehicles, Honda would have known that the EPS systems in the Class Vehicles were
6 defective and would pose a safety risk to owners/lessees and the motoring public.

7 35. Notwithstanding its longstanding knowledge of the Steering Defect,
8 Honda has actively concealed the Defect, failed to disclose the Defect to its customers
9 prior to, or at the time of purchase of their vehicles, and failed to provide a remedy
10 for the Defect to date.

11 36. Customers have reported the Steering Defect in the Class Vehicles to
12 Honda directly and through its dealers. Defendant is fully aware of the Steering
13 Defect contained in the Class Vehicles. Nevertheless, Defendant actively concealed
14 the existence and nature of the Defect from Plaintiffs and the other Class Members at
15 the time of purchase or repair and thereafter. Honda:

- 16 a. failed to disclose, at the time of purchase or repair and thereafter,
17 any and all known material defects or material nonconformities of
18 the Class Vehicles, including the Steering Defect;
- 19 b. failed to disclose, at the time of purchase or repair and thereafter,
20 that the Class Vehicles and their EPS systems were not in good
21 working order, were defective, and were not fit for their intended
22 purpose; and
- 23 c. failed to disclose and actively concealed the fact that the Class
24 Vehicles and their EPS systems were defective, despite the fact
25 that Defendant learned of the Steering Defect before it placed the
26 Class Vehicles in the stream of commerce.

27 37. Defendant has deprived Class Members of the benefit of their bargain,
28 exposed them all to a dangerous safety Defect, and caused them to expend money at

1 its dealerships or other third-party repair facilities and/or take other remedial measures
2 related to the Steering Defect contained in the Class Vehicles. Moreover, on
3 information and belief when vehicles are brought to Defendant's dealers for repair,
4 Class Members are either turned away or provided with ineffective repairs—for
5 example, a tire balancing or alignment—that do nothing to remedy the Steering
6 Defect. As a result, Class Members continue to experience the Steering Defect
7 notwithstanding their efforts to have their vehicles fixed, as shown by the experiences
8 of Plaintiffs. Because many Class Members, like Plaintiffs, are current owners or
9 lessees who rely on their vehicles on a daily basis, compensation for repairs, related
10 expenses (e.g. towing) and diminution in value is not sufficient. A remedial scheme
11 which also makes available a fix and/or warranty extension is necessary to make Class
12 Members whole.

13 38. Defendant has not recalled the Class Vehicles to repair the Steering
14 Defect, has not offered to its customers a suitable repair or replacement of parts related
15 to the Steering Defect free of charge, and has not reimbursed all Class Vehicle owners
16 and leaseholders who incurred costs for repairs related to the Steering Defect.

17 39. Class Members have not received the value for which they bargained
18 when they purchased or leased the Class Vehicles.

19 40. As a result of the Steering Defect, the value of the Class Vehicles has
20 diminished, including without limitation, the resale value of the Class Vehicles.
21 Reasonable consumers, like Plaintiffs, expect and assume that a vehicle's EPS system
22 and related components are not defective and will not malfunction while operating
23 the vehicle as it is intended. Plaintiffs and Class Members further expect and assume
24 that Honda will not sell or lease vehicles with known safety defects, such as the
25 Steering Defect, and will fully disclose any such defect to consumers prior to purchase
26 or offer a suitable repair or non-defective replacement.

1 **VI. CLASS ACTION ALLEGATIONS**

2 41. Plaintiffs bring this lawsuit as a class action on behalf of themselves and
3 all others similarly situated as members of the proposed Classes pursuant to Federal
4 Rules of Civil Procedure 23(a), (b)(2), and/or (b)(3). This action satisfies the
5 numerosity, commonality, typicality, adequacy, predominance and superiority
6 requirements of those provisions.

7 42. The Class and Sub-Class are defined as:

8 **Nationwide Class:** All persons who purchased or leased any Class
9 Vehicle in the United States.

10 **Maryland Subclass:** All persons who purchased or leased any Class
11 Vehicle in Maryland.

12 **Texas Subclass:** All persons who purchased or leased any Class Vehicle
13 in Texas.

14 **Virginia Subclass:** All persons who purchased or leased any Class
15 Vehicle in Virginia.

16 43. Excluded from the Class and Subclasses are: (1) Defendant, any entity
17 or division in which Defendant has a controlling interest, and its legal representatives,
18 officers, directors, assigns, and successors; (2) the Judge to whom this case is assigned
19 and the Judge's staff; and (3) those persons who have suffered personal injuries as a
20 result of the facts alleged herein. Plaintiffs reserve the right to amend the definition
21 of the Class and Subclasses, and to add further subclasses, if discovery and further
22 investigation reveal that the Class and Subclasses should be expanded or otherwise
23 modified.

24 44. **Numerosity:** Although the exact number of Class Members is uncertain
25 and can only be ascertained through appropriate discovery, the number is great
26 enough such that joinder is impracticable. The disposition of the claims of these Class
27 Members in a single action will provide substantial benefits to all parties and to the
28

1 Court. The Class Members are readily identifiable from, *inter alia*, information and
2 records in Defendant's possession, custody, or control.

3 45. Typicality: The claims of the representative Plaintiffs are typical of the
4 claims of the Class and Subclasses in that the representative Plaintiff, like all Class
5 Members, paid for a Class Vehicle designed, manufactured, and distributed by
6 Defendant which is subject to the Steering Defect. The representative Plaintiffs, like
7 all Class Members, have been damaged by Defendant's misconduct because, among
8 other reasons, his vehicle has diminished in value as a result of the Steering Defect,
9 their vehicles do not perform properly, and he has incurred or will incur the cost of
10 repairing or replacing his malfunctioning Steering Defect and related parts as a result
11 of the Steering Defect. Further, the factual bases of Defendant's misconduct are
12 common to all Class Members and represent a common thread of fraudulent,
13 deliberate, and/or grossly negligent misconduct resulting in injury to all Class
14 Members.

15 46. Commonality: There are numerous questions of law and fact common to
16 Plaintiffs and the Class and Subclasses that predominate over any question affecting
17 only individual Class Members. These common legal and factual questions include
18 the following:

- 19 a. whether the Class Vehicles suffer from the Steering Defect;
- 20 b. whether the Steering Defect constitutes an unreasonable safety
21 hazard;
- 22 c. whether Defendant knows about the Steering Defect and, if so,
23 how long Defendant has known of the Defect;
- 24 d. whether the defective nature of the Class Vehicles' steering
25 systems constitutes a material fact;
- 26 e. whether Defendant had and has a duty to disclose the defective
27 nature of the Class Vehicles' steering systems to Plaintiff and the
28 other Class Members;

- 1 f. whether Plaintiffs and the other Class Members are entitled to
2 equitable relief, including, but not limited to, a preliminary and/or
3 permanent injunction;
- 4 g. whether Defendant knew or reasonably should have known of the
5 Steering Defect contained in the Class Vehicles before it sold or
6 leased them to Class Members; and
- 7 h. Whether Defendant: (1) violated consumer protection statutes of
8 Maryland, Virginia, and Texas, (2) breached the implied
9 warranties that apply to the Class Vehicles under Maryland,
10 Texas, and Virginia law; (3) breached the express warranties that
11 the apply to the Class Vehicles under Maryland, Virginia, and
12 Texas law; (4) is liable for fraudulent omission; and (5) was
13 unjustly enriched in selling the Class Vehicles.

14 47. Adequate Representation: Plaintiffs will fairly and adequately protect
15 the interests of the Class Members. Plaintiffs have retained attorneys experienced in
16 the prosecution of class actions, including consumer and automobile defect class
17 actions, and Plaintiffs intend to prosecute this action vigorously.

18 48. Predominance and Superiority: Plaintiffs and the Class Members have
19 all suffered and will continue to suffer harm and damages as a result of Defendant's
20 unlawful and wrongful conduct. A class action is superior to other available methods
21 for the fair and efficient adjudication of the controversy. Absent a class action, most
22 Class Members would likely find the cost of litigating their claims prohibitively high
23 and would therefore have no effective remedy at law. Because of the relatively small
24 size of the individual Class Members' claims, it is likely that only a few Class
25 Members could afford to seek legal redress for Defendant's misconduct. Absent a
26 class action, Class Members will continue to incur damages, and Defendant's
27 misconduct will continue without remedy. Class treatment of common questions of
28 law and fact would also be a superior method to multiple individual actions or

1 piecemeal litigation in that class treatment will conserve the resources of the courts
2 and the litigants and will promote consistency and efficiency of adjudication.

3 **VII. CAUSES OF ACTION**

4 **FIRST CAUSE OF ACTION**

5 **(Violation of the Maryland Consumer Protection Act, Md. Code Com. Law §§**
6 **13-101, et seq., on behalf of the Nationwide Class and, in the alternative, the**
7 **Maryland Subclass)**

8 49. Plaintiffs incorporate by reference the allegations contained in the
9 preceding paragraphs of this Complaint.

10 50. Plaintiff Daniels brings this cause of action on behalf of himself and on
11 behalf of the proposed Nationwide Class or, in the alternative, the Maryland
12 Subclass.

13 51. Honda is a “person” as that term is defined in Md. Code, Commercial
14 Law section 13-101(H).

15 52. Plaintiff Daniels and Class Members are “consumers” as that term is
16 defined in Md. Code, Commercial Law section 13-101(C)(1).

17 53. As described above, Honda sold vehicles to Plaintiff Daniels and Class
18 members even though the vehicles are defective and pose a safety hazard. Honda
19 failed to disclose its knowledge of the Steering Defect and its attendant risks at the
20 point of sale or otherwise.

21 54. Honda’s deceptive acts and practices were willful and knowing because,
22 as alleged above, it knew about the Steering Defect before it began selling Class
23 Vehicles and chose not to disclose the problem to consumers.

24 55. Despite its knowledge of the Steering Defect, Honda chose to conceal
25 information about the defect from Mr. Daniels and other consumers. Honda had the
26 opportunity to disclose the Steering Defect to Mr. Daniels at the time of purchase in
27 February 2022. Honda could have disclosed the Steering Defect alongside other
28 disclaimers during the purchase process, on the Monroney sticker, other through its

1 dealer sales representatives. Honda could also have disclosed the Steering Defect
2 through its ubiquitous Internet, print, television and other media advertising.

3 56. This concealment was misleading and unfair in a material respect
4 because the information concealed, if known, would impact the purchasing decision
5 of a reasonable consumer. Had Mr. Daniels—or any consumer—been told that the
6 Class Vehicles suffered from the Steering Defect, they would not have purchased a
7 Class Vehicle or would have paid less for it.

8 57. Because Honda did not disclose the Steering Defect, however, Mr.
9 Daniels has been deprived of the benefit of his bargain and harmed in that he now
10 owns a defective and unsafe vehicle of diminished value compared to the non-
11 defective vehicles they intended to purchase. The Class Vehicles' EPS systems are
12 complex and expensive components that, on information and belief, cost in excess of
13 thousands of dollars to replace. This is a cost that Plaintiffs and Class Members will
14 have to bear as the price of continued ownership of a defective vehicle. The EPS
15 steering system is a critical component that is material to the driver experience and
16 safety.

17 58. Plaintiff Daniels and members of the proposed Maryland Class are
18 entitled to damages and all incidental and consequential damages resulting from
19 Honda's violations of the Maryland Consumer Protection Act.

20 **SECOND CAUSE OF ACTION**

21 **(Violation of Virginia's Consumer Protection Act VA. Code Ann §§ 59.1-196,**
22 **et. seq. ("VCPA") on behalf of the Nationwide Class and, in the alternative, the**
23 **Virginia Subclass)**

24 59. Plaintiffs incorporate by reference the allegations contained in the
25 preceding paragraphs of this Complaint.

26 60. Plaintiff Burgos brings this cause of action on behalf of himself and the
27 Nationwide Class and, in the alternative, the Virginia Subclass.

28 61. Defendant is a "supplier(s)" under Va. Code Ann. § 59.1-198.

1 62. The sale of the Class Vehicles to Mr. Burgos was a “consumer
2 transaction” within the meaning of Va. Code Ann. § 59.1-198.

3 63. By virtue of the acts and omissions described herein, Defendant violated
4 the VCPA by misrepresenting that the Class Vehicles had certain quantities,
5 characteristics, ingredients, uses, or benefits they do not have; misrepresenting that
6 defective Class Vehicles were of a particular standard, quality, grade, style, or model
7 when they were another; advertising the Class Vehicles with intent not to sell them
8 as advertised; and otherwise using any other deception, fraud, false pretense, false
9 promise, or misrepresentation in connection with a consumer transaction.

10 64. Defendant’s unfair and deceptive acts or practices occurred repeatedly
11 in Defendant’s trade or business, were capable of deceiving a substantial portion of
12 the purchasing public, and imposed a serious safety risk on the public.

13 65. Defendant knew that the Class Vehicles’ steering systems suffered from
14 an inherent safety defect, would fail prematurely and were not suitable for their
15 intended use.

16 66. Defendant was under a duty to Plaintiff and Class Members to disclose
17 the defective nature of the Class Vehicles’ steering systems because:

- 18 a. Defendant was in a superior position to know the true state of facts
19 about the safety defect in the Class Vehicles’ steering systems;
- 20 b. Defendant was aware that Plaintiff Burgos and Class Members
21 were the intended end users of the Class Vehicles and expected to
22 purchase vehicles containing functional and safe EPS steering
23 systems
- 24 c. Defendant made partial disclosures about the quality of the Class
25 Vehicles without revealing the defective nature of the Class
26 Vehicles’ steering systems; and
- 27
28

1 d. Defendant actively concealed the defective nature of the Class
2 Vehicles' steering systems from Plaintiff Burgos and Class
3 Members at the time of sale and thereafter.

4 67. Honda had the opportunity to disclose the Steering Defect to Mr. Burgos
5 at the time of purchase in November 2021. Honda could have disclosed the Steering
6 Defect alongside other disclaimers during the purchase process, on the Monroney
7 sticker, other through its dealer sales representatives. Honda could also have
8 disclosed the Steering Defect through its ubiquitous Internet, print, television and
9 other media advertising.

10 68. By failing to disclose the Steering Defect, Defendant knowingly and
11 intentionally concealed material facts and breached its duty not to do so.

12 69. The facts concealed or not disclosed by Defendant to Plaintiff Burgos
13 and the other Class Members are material because a reasonable person would have
14 considered them to be important in deciding whether or not to purchase or lease
15 Defendant's Class Vehicles, or to pay less for them. Had Plaintiff Burgos and other
16 Class Members known that the Class Vehicles suffered from the Steering Defect
17 described herein, they would not have purchased or leased the Class Vehicles or
18 would have paid less for them.

19 70. Plaintiff Burgos and the other Class Members are reasonable consumers
20 who do not expect that their vehicles will suffer from the Steering Defect.

21 71. As a result of Defendants' misconduct, Plaintiff Burgos and the other
22 Class Members have been harmed and have suffered and will continue actual
23 damages in that the Class Vehicles are defective and require repairs or replacement
24 and are diminished in value compared to the non-defective vehicles they intended to
25 purchase. The Class Vehicles' EPS systems are complex and expensive components
26 that, on information and belief, cost in excess of thousands of dollars to replace. This
27 is a cost that Plaintiffs and Class Members will have to bear as the price of continued
28

1 ownership of a defective vehicle. The EPS steering system is a critical component
2 that is material to the driver experience and safety.

3 72. Pursuant to Va. Code Ann. § 59.1-204, Plaintiff Burgos seeks monetary
4 relief against Defendant for its willful and knowing misconduct measured as the
5 greater of (a) three times the actual damages or (b) \$1,000. Plaintiff Burgos further
6 seeks an order enjoining the acts and practices described above, as well as punitive
7 damages, and attorneys' fees and any other just and proper relief available under Va.
8 Code Ann. § 59.1-204.

9 **THIRD CAUSE OF ACTION**

10 **(Unjust Enrichment on behalf of the Nationwide Class or, in the alternative, 11 the Maryland, Virginia, and Texas Subclasses)**

12 73. Plaintiffs re-allege the paragraphs above as if fully set forth herein.

13 74. Plaintiffs bring this cause of action on behalf of themselves and the
14 Nationwide Class, and alternatively, the Maryland, Virginia, and Texas Subclasses.

15 75. As described above, Defendant sold the Class Vehicles to Plaintiffs and
16 Class Members even though the vehicles suffered from the Steering Defect and posed
17 a safety risk. Defendant failed to disclose the Steering Defect at the point of sale or
18 following the sale of the Class Vehicles.

19 76. As a direct and proximate result of Defendant's failure to disclose known
20 a known defect, Defendant has profited through the sale and lease of the Class
21 Vehicles. Although these vehicles are purchased through Defendant's agents, the
22 money from the vehicle sales flows directly back to Defendant.

23 77. As a result of its fraudulent acts and omissions related to the Steering
24 Defect, Defendant charged Plaintiffs and Class Members more than it otherwise
25 could have for Class Vehicles, obtaining monies which rightfully belong to Plaintiffs
26 and Class Members.

27 78. Defendant has been unjustly enriched through the sale of the Class
28 Vehicles which it brought to market knowing they suffered from the Steering Defect.

1 Defendant has obtained money from Plaintiffs' and Class Members, and earned
2 interest on that money which have added to Defendant's profits, when that money
3 should have remained with Plaintiffs and Class Members.

4 79. Defendant's retention of these wrongfully obtained profits would violate
5 the fundamental principles of justice, equity, and good conscience.

6 **FOURTH CAUSE OF ACTION**

7 **(Fraudulent Omission on behalf of the Nationwide Class or, in the alternative,**
8 **the Maryland, Virginia and Texas Subclasses)**

9 80. Plaintiffs re-allege the paragraphs above as if fully set forth herein.

10 81. Plaintiffs bring this cause of action on behalf of themselves and the
11 Nationwide Class, and alternatively, the Maryland, Virginia and Texas Subclasses.

12 82. Defendant knew that the Class Vehicles' steering systems were
13 defectively designed and/or manufactured, would fail, and were not suitable for their
14 intended use.

15 83. Defendant concealed from and failed to disclose to Plaintiffs and Class
16 Members the defective nature of the Class Vehicles and their steering systems.

17 84. Defendant had the opportunity to disclose the Steering Defect to
18 Plaintiffs and Class Members at the time of purchase. Defendant could have
19 disclosed the Steering Defect alongside other disclaimers during the purchase
20 process, on the Monroney sticker, other through its dealer sales representatives.
21 Defendant could also have disclosed the Steering Defect through its ubiquitous
22 Internet, print, television and other advertising.

23 85. Defendant was under a duty to Plaintiffs and Class Members to disclose
24 the defective nature of the Class Vehicles' steering systems because:

- 25 a. Defendant was in a superior position to know the true state of facts
26 about the safety defect contained in the Class Vehicles' steering
27 systems;
28

- 1 b. Defendant were aware that Plaintiff sand Class Members were the
2 intended end users of the Class Vehicles and expected to purchase
3 vehicles containing functional and safe EPS steering systems;
4 c. Plaintiffs and the Class Members could not reasonably have been
5 expected to learn or discover that their steering system has a
6 dangerous safety defect until after they purchased the Class
7 Vehicles;
8 d. Defendant knew that Plaintiffs and the Class Members could not
9 reasonably have been expected to learn about or discover the
10 Steering Defect; and
11 e. Defendant actively concealed the defective nature of the Class
12 Vehicles' steering systems from Plaintiffs and Class Members at
13 the time of sale and thereafter.

14 86. The facts concealed or not disclosed by Defendant to Plaintiffs and the
15 other Class Members are material in that a reasonable person would have considered
16 them to be important in deciding whether to purchase or lease Defendant's Class
17 Vehicles or pay less for them. Had Plaintiffs and Class Members known about the
18 defective nature of the Class Vehicles' steering systems, they would not have
19 purchased or leased the Class Vehicles, or would have paid less for them.

20 87. Defendant concealed or failed to disclose the true nature of the design
21 and/or manufacturing defects contained in the Class Vehicles' steering systems in
22 order to induce Plaintiffs and Class Members to act thereon. Plaintiffs and the other
23 Class Members justifiably relied on Defendant's omissions to their detriment. This
24 detriment is evident from Plaintiffs' and Class Members' purchase or lease of
25 Defendants' defective Class Vehicles.

26 88. Defendant continued to conceal the defective nature of the Class
27 Vehicles' steering systems even after Class Members began to report the problems.
28

1 Indeed, Defendant continues to cover up and conceal the true nature of the problem
2 today.

3 89. As a direct and proximate result of Defendant's misconduct, Plaintiffs
4 and Class Members have suffered and will continue to suffer actual damages.

5 **VIII. RELIEF REQUESTED**

6 90. Plaintiffs, on behalf of themselves and all others similarly situated,
7 request the Court to enter judgment against Defendant, and issue an order providing
8 the following relief:

- 9 a. That Defendant provide notice, in a form pre-approved by the
10 counsel identified below, to all current owners or lessees of the
11 Class Vehicles in the United States and in the said notice offer to
12 replace the defective EPS system and any related component parts
13 contained in every Class Vehicle with a non-defective EPS system
14 and component parts;
- 15 b. That Defendant provide notice, in a form pre-approved by the
16 counsel identified below, to all current and subsequent owners and
17 lessees of the Class Vehicles in the United States and in the said
18 notice extend the warranty for all of the Class Vehicles' parts,
19 components or systems that constitute the EPS system, or that bear
20 upon or are impacted by the Steering Defect
- 21 c. That Defendant offer to reimburse all current and former owners
22 and lessees in the United States who have purchased or leased the
23 Class Vehicles, all expenses already incurred as a result of the
24 Steering Defect, including repairs, diagnostics, and any other
25 consequential and incidental damages (*e.g.* towing charges,
26 vehicle rentals, etc.);
- 27 d. That Defendant immediately cease the sale and leasing of the
28 Class Vehicles at all authorized Honda dealerships in the United

1 States without first notifying the purchasers of the Steering Defect,
2 and otherwise immediately cease to engage in the violations of law
3 as set forth above;

- 4 e. Damages and restitution in an amount to be proven at trial;
5 f. An order certifying the proposed Class and Sub-Class, designating
6 Plaintiff as named representative of the Classes, and designating
7 the undersigned as Class Counsel;
8 g. A declaration that Defendant is financially responsible for
9 notifying all Class Members about the defective nature of the
10 Class Vehicles' EPS system;
11 h. An award to Plaintiffs and the Classes of compensatory,
12 exemplary, and statutory damages, including interest, in an
13 amount to be proven at trial;
14 i. An award of attorneys' fees and costs;
15 j. A declaration that Defendant must disgorge, for the benefit of the
16 Classes, all or part of the ill-gotten profits it received from the sale
17 or lease of the Class Vehicles, and/or make full restitution to
18 Plaintiffs and Class Members;
19 k. An award of pre-judgment and post-judgment interest, as provided
20 by law;
21 l. Leave to amend the Complaint to conform to the evidence
22 produced at trial; and
23 m. Such other relief as may be appropriate under the circumstances.

24 **JURY TRIAL DEMANDED**

25 Plaintiffs hereby demand a trial by jury.
26
27
28

1 Dated: March 21, 2023

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